



DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY DEVELOPMENTAL TEST COMMAND
314 LONGS CORNER ROAD
ABERDEEN PROVING GROUND, MD 21005-5055



REPLY TO
ATTENTION OF

CSTE-DTC-EO (600-20)

14 May 2003

MEMORANDUM FOR

Commanders, DTC Test Centers
HQ DTC Directors and Office Chiefs

SUBJECT: Policy Letter #2 - Commander's Open Door Policy

1. I firmly believe that all personnel, both military and civilian, must rely on the chain of command or supervision for resolution of issues or concerns. When sought, solutions are usually obtainable at the lowest level of supervision. All leaders have a responsibility to give a fair and consistent consideration to each situation.
2. All personnel have a responsibility to maintain open communication with their supervisors. If a problem exists, personnel at all levels must inform their chain of command, giving them the opportunity to bring resolution. I expect the chain of command to be used. I realize that occasionally an issue may arise which cannot be resolved in normal supervisory channels. Therefore, if efforts to settle a situation at lower levels are not successful, I strongly invite each and everyone to use my "Open Door" policy and contact my office (DSN 298-1003/3-1003) to arrange an appointment to discuss the situation with me.
3. I believe in fostering a spirit of trust and cooperation among the workforce and believe that this is attainable only when simple respect for others is practiced. We have to maintain open lines of communication up and down the supervisory chain. I will assist in resolution of those problems requiring my personal attention, should the chain of command not be able to resolve them through normal communication.
4. Please disseminate this policy to all members of the command, and post a copy on official command bulletin boards.

MARVIN K. McNAMARA
Brigadier General, USA
Commanding